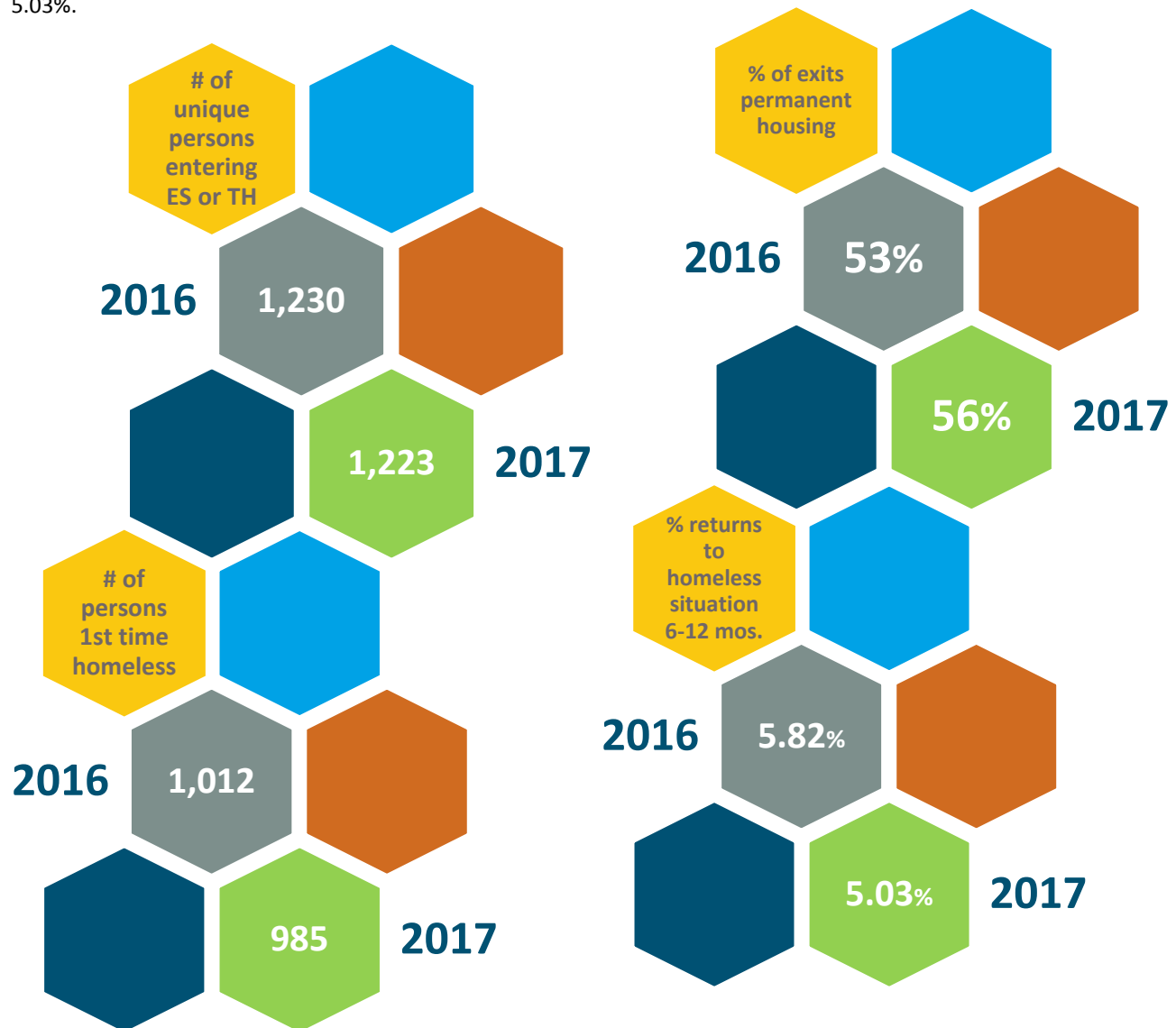## Introduction

The Decade to Doorways mission is to prevent and end homelessness in Chester County. Data is a powerful and intrinsic tool in the realization of this goal; to ensure that every member of our community is permanently housed. The collection and analysis of meaningful data allows for strategic decision making, ensuring efficient use of scarce resources. Data also empowers decision makers, through the implementation of benchmarks and system performance measures, to assess the effectiveness of providers or programs and to be responsive to changing conditions in the homeless population. Finally, data provides the community with a true picture of the reality of homelessness in Chester County and the challenges faced by individuals and families experiencing it.

Overview

Decade to Doorways' vision requires ensuring that when someone becomes homeless their experience can be described as rare, brief, and non-recurring. The measurements below provide a benchmark for tracking Decade to Doorways' progress in the realization of this goal, and are part of HUD's System Performance Measures. The number of unique persons entering Emergency Shelter (ES) or Transitional Housing (TH) decreased, from 1,230 in 2016 to 1,223 in 2017. The number of persons experiencing homelessness for the first time also decreased from 1,012 in 2016 to 985 in 2017. The percentage of exits to permanent housing destinations increased from 53% in 2016 to 56% in 2017. The percentage of persons who returned to homelessness in 6 to 12 months after exiting to a permanent destination fell from 5.82% to 5.03%.

# of unique persons entering ES or TH

2016 — 1,230

1,223 — 2017

# of persons 1st time homeless

2016 — 1,012

985 — 2017

% of exits permanent housing

2016 — 53%

56% — 2017

% returns to homeless situation 6-12 mos.
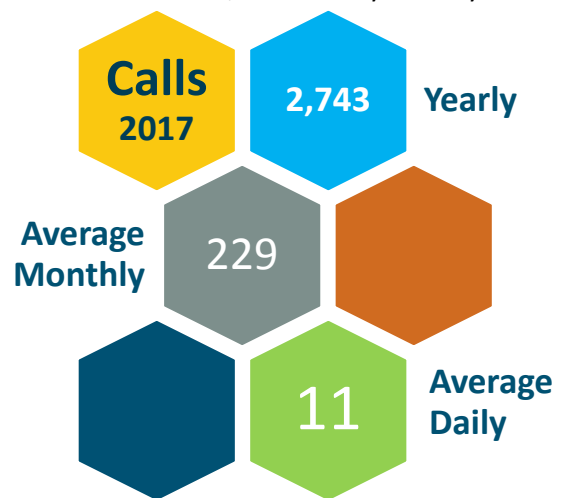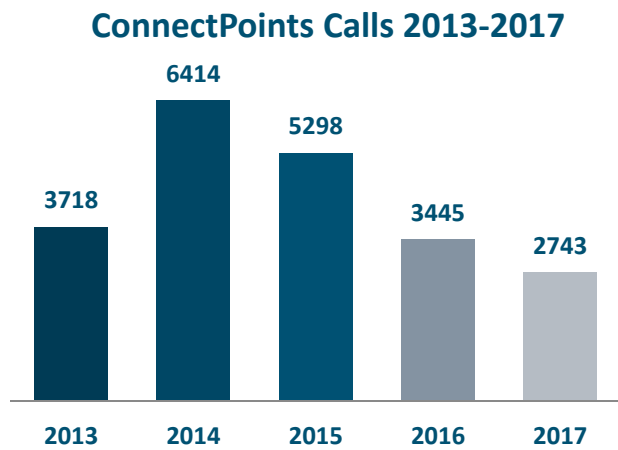
2016 — 5.82%

5.03% — 2017

Overview

An effective coordinated entry system is critical to furthering the core mission of Decade to Doorways; ensuring homelessness in Chester County is rare, brief and non-recurring. The U.S. Department of Housing and Urban Development (HUD) describes coordinated entry as a "fully integrated crisis-response system" wherein all providers in the community work as one streamlined entity to enact a person-focused strategy for homelessness. This is achieved by efficiently leveraging the four key components of coordinated entry: access, assessment, prioritization, and referral to housing intervention.
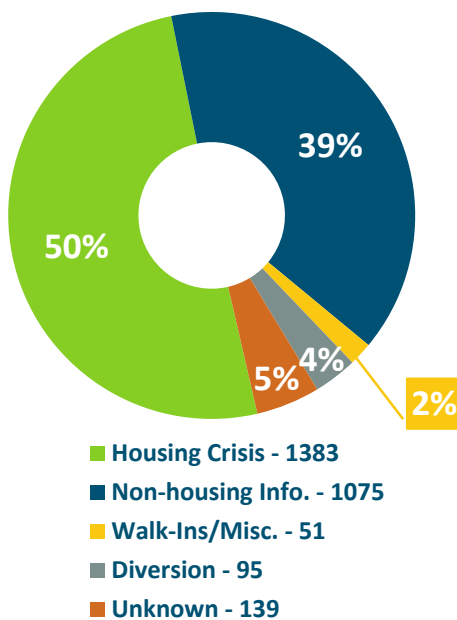
Access: Incoming Calls to ConnectPoints

ConnectPoints serves as the main access point in Chester County's coordinated entry system. While people experiencing a housing crisis can visit the physical office in Coatesville, most clients access ConnectPoints via telephone calls. In 2017, ConnectPoints received a total of 2,743 phone calls, which is a 20.4% decrease from 2016 and a 57.2% decrease overall from 2014. July is the busiest month for calls, followed by January and June.

ConnectPoints Calls 2013-2017

| Year	Calls
2013	3718
2014	6414
2015	5298
2016	3445
2017	2743

Calls 2017
- Yearly: 2,743
- Average Monthly: 229
- Average Daily: 11

Assessment: ConnectPoints Call Types

ConnectPoints Calls by Type

- 39%
- 50%
- 5%
- 4%
- 2%

- ■ Housing Crisis - 1383
- ■ Non-housing Info. - 1075
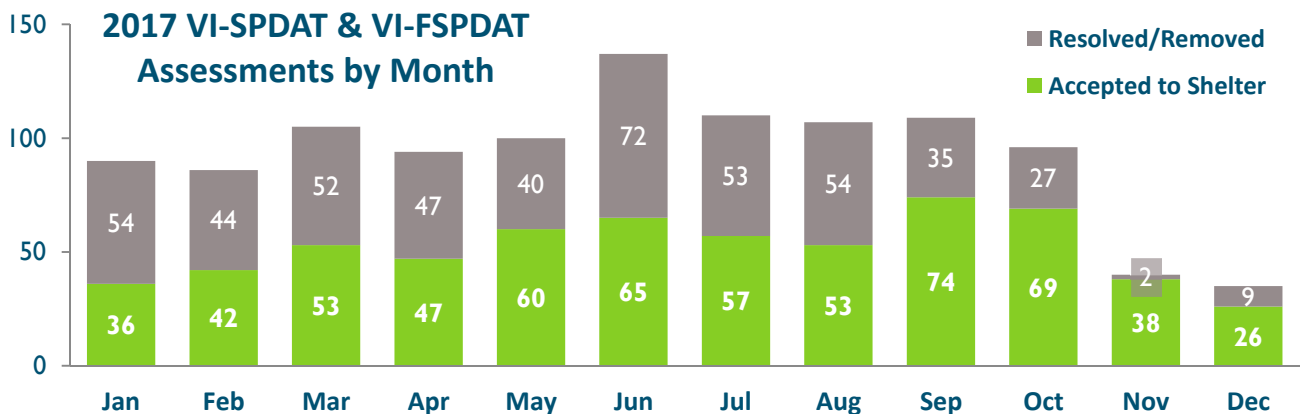- ■ Walk-Ins/Misc. - 51
- ■ Diversion - 95
- ■ Unknown - 139

Assessment is a critical component of the coordinated entry process. It is a process of assessing a person's vulnerabilities and identifying potential barriers they face in becoming housed. It is also where diversion strategy is implemented when deemed safe and appropriate. Diversion is an approach that helps those experiencing a housing crisis to identify alternatives and resources that may prevent them from entering shelter. Incoming calls to ConnectPoints are labeled in the Chester County Client Information Management System (CCCIMS) into categories, as illustrated in the chart to the left. 'Housing Crisis' referral calls are usually related to the VI-SPDAT Emergency Shelter queues and represent those who are at risk of, or currently experiencing homelessness. The 'Walk-Ins' designation does not indicate an actual 'call' via telephone, however, this label is used to document an interaction with a client visiting ConnectPoints' physical location. Of 2,743 incoming calls in 2017, 95 (4%) were recorded as being related to diversion. Of those 95, 49 were opened into formal diversion projects in CCCIMS.
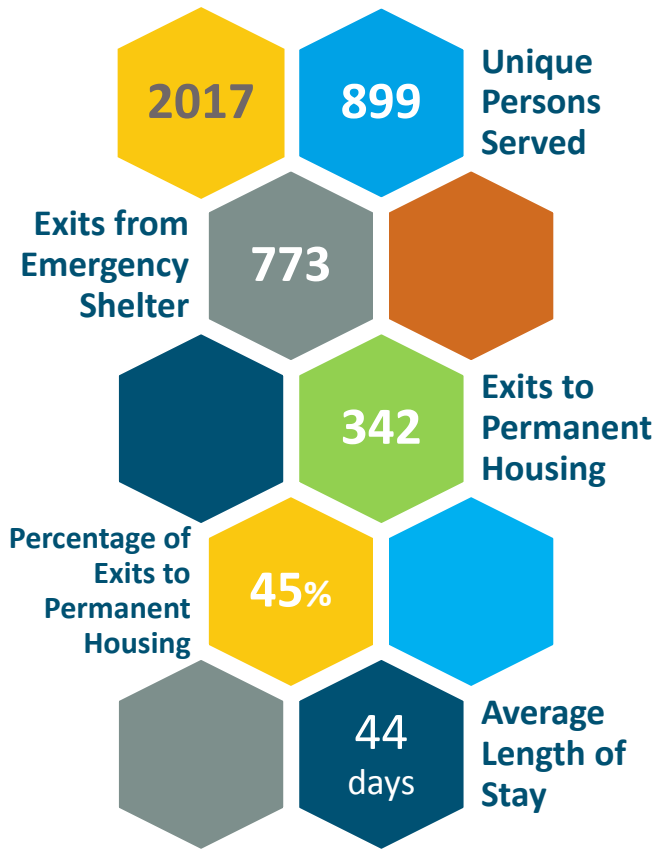
Prioritization & Referral: The VI:SPDAT

Effective prioritization ensures that the people with the greatest needs are assisted first. In July of 2016, ConnectPoints' entry assessment was revised for the launch of the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool). This vital tool, an abridged version of the more intensive SPDAT assessment, allows ConnectPoints to quickly prioritize clients and provide referrals to the appropriate housing intervention. In addition to streamlining the coordinated entry process, implementation of the VI-SPDAT has increased efficiency by eliminating unnecessary duplicate follow-up calls (as visualized in the chart below). Incoming calls to ConnectPoints dropped by 35.76% from July to August 2016, and have continued to follow this trend.

ConnectPoints Monthy Incoming Calls 2016 - 2017

VI-SPDAT Launched
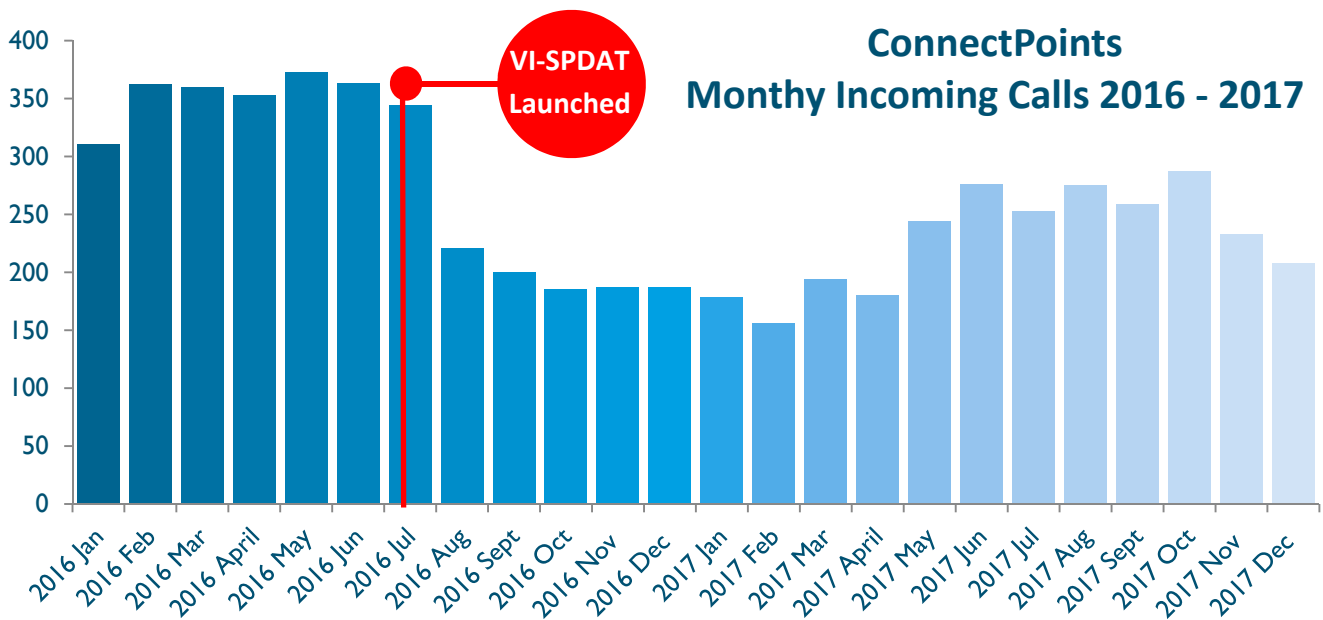
There were 1,109 individual VI-SPDAT & Family VI-FSPDAT assessments completed in 2017. However, not every referral necessarily results in a shelter stay. In 2017, while 56% of VI-SPDAT referrals were recorded as accepted into an emergency shelter, the remaining 44% were removed from the queue for various reasons including: client is not literally homeless, client refused shelter, client unavailable for follow-up, or the crisis self-resolved. There were 853 individual VI-SPDAT assessments completed in 2017, and 256 family VI-FSPDAT assessments.

2017 VI-SPDAT & VI-FSPDAT Assessments by Month

Legend: Resolved/Removed (gray), Accepted to Shelter (green)

Month	Resolved/Removed	Accepted to Shelter
Jan	54	36
Feb	44	42
Mar	52	53
Apr	47	47
May	40	60
Jun	72	65
Jul	53	57
Aug	54	53
Sep	35	74
Oct	27	69
Nov	2	38
Dec	9	26

Overview

2017

899 Unique Persons Served

773 Exits from Emergency Shelter

342 Exits to Permanent Housing

45% Percentage of Exits to Permanent Housing

44 days Average Length of Stay

Emergency shelter is a crucial component of Chester County's homeless crisis response system. It exists to provide immediate, low-barrier access to safe and decent shelter. However, it is important that shelter not be seen as a destination, but rather a part of a larger process that rapidly exits persons experiencing homelessness to permanent housing destinations. Decade to Doorways is committed to a Housing First approach to homeless crisis intervention as it reduces the length of time people remain homeless and creates a more effective and equitable system.

In Chester County, a total of 899 unique persons were served in an emergency shelter program in 2017. While 758 actually entered shelter in 2017, 141 of the total served entered in 2016 and were carried over. There were 773 total exits from emergency shelter and 342 of these were exits to permanent housing, representing 45% of all reported exit destinations. The average length of stay across all emergency shelters was 44 days. Emergency hotel vouchers served 283 persons in 2017, down from 299 in 2016.
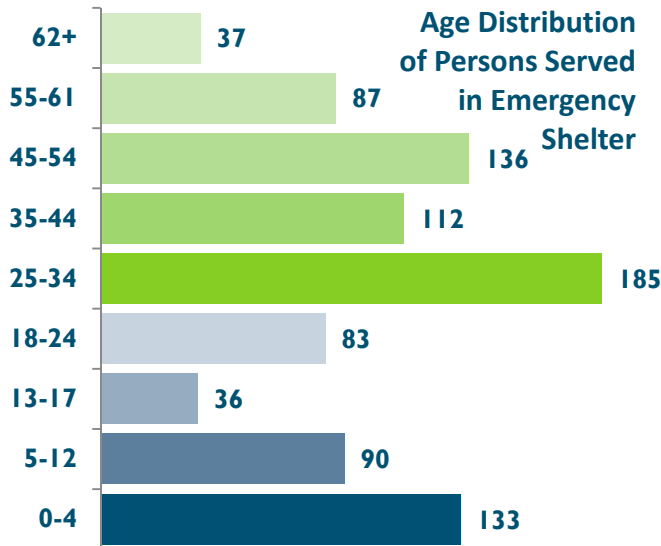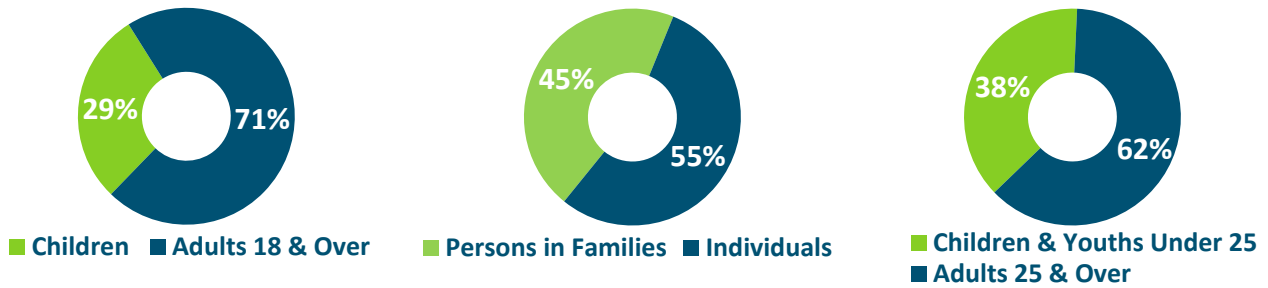
Shelter Capacity

Emergency shelters in 2017 had a total bed capacity of 115. Individual shelters had an inventory of 69 beds while 46 beds were allocated to families. In addition, Good Samaritan, Safe Harbor, W.C. Atkinson, and CYWA all offer Code Blue, single-night beds when the temperature drops below 35 degrees. This policy prevents unsheltered individuals from being exposed to extreme weather conditions.

The Gateway Program provides treatment engagement created to address the need for emergency housing for individuals or families experiencing homelessness. The program focuses on those with a mental health and/or drug & alcohol diagnosis or serious medical condition and provides short-term hotel, motel or boarding house placement while the client engages in treatment. The Gateway Program is not measured by bed units, but was able to serve 283 persons. Of those, 102 were single individuals and 47 were families. The 47 families consisted of 181 persons; 72 were adults and 109 were children.

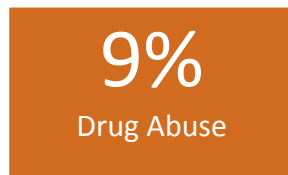| Good Samaritan	Safe Harbor	W.C. Atkinson	CYWA	Friends Association	The Gateway Program
• Emergency Shelter for Single Men • **7** Beds • Code Blue Shelter • **59** persons served	• Emergency Shelter for Single Men & Women • **40** Total Beds • Code Blue Shelter • **279** persons served	• Emergency Shelter for Single Men • **22** Beds • Code Blue Shelter • **106** persons served	• Emergency Family Shelter • **25** Beds • Code Blue Shelter • **177** persons served	• Emergency Family Shelter • **21** Beds • **119** persons served	• Emergency Hotel Voucher Program • **283** persons served

Demographics

29% **71%**
■ Children ■ Adults 18 & Over

45% **55%**
■ Persons in Families ■ Individuals

38% **62%**
■ Children & Youths Under 25
■ Adults 25 & Over

Age Distribution of Persons Served in Emergency Shelter

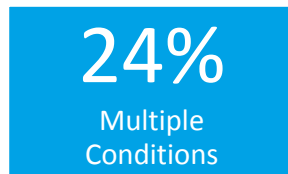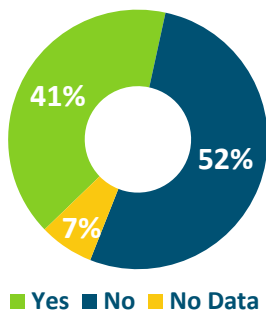| Age	Count
62+	37
55-61	87
45-54	136
35-44	112
25-34	185
18-24	83
13-17	36
5-12	90
0-4	133

Of the 899 persons served in emergency shelter in 2017, 71% were adults and 29% were children. Analysis of households shows that 45% of persons were members of a family and 55% presented as single individuals. Persons aged 18-24, designated as youth by HUD, combined with children under the age of 18 make up 38% of those served. The single largest group was those aged 25-34, representing about 21% of those served. Next was the 45-54 group representing 15% of those served, and infants and children aged 0-4 years also at 15%.

Disabling Conditions

Does the client have a disabling condition?

41% **52%** **7%**
■ Yes ■ No ■ No Data

| 24% Multiple Conditions	30% Mental Health Condition	3% Alcohol Abuse
9% Drug Abuse	4% Drug & Alcohol Abuse	10% Physical Disability

Required by HUD as a Universal Data Element, data on disabling conditions must be collected from all providers using CCCIMS. It is used in determining Chronic Homelessness and can be helpful in identifying barriers to stable, permanent housing. In 2017, 41% of persons served in emergency shelters self-reported at least one disabling condition upon entry. While 17% reported a single disabling condition, 14% reported two conditions and 10% reported three or more conditions. The most prevalent were mental health designations, with 30% of all persons served in an emergency shelter reporting conditions at entry. Physical Disability was reported by 10% of persons, while 16% recorded some combination of drug and/or alcohol abuse.
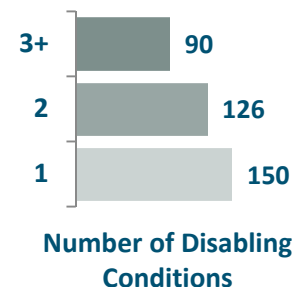
Number of Disabling Conditions	Count
3+	90
2	126
1	150

Number of Disabling Conditions

Prior Living Situations

The table below shows the top 10 most commonly reported prior residences by clients served in emergency shelters. This data, collected from adult clients upon shelter entry, is one of the elements used in identifying chronic homelessness. All recorded responses fall into one of the following categories: 'Homeless Situations', 'Institutional Situations', and 'Other Locations'. Other locations include both permanent and temporary situations such as: staying with friends or family members, hotel paid by client, hotel or motel voucher, and rentals by client with or without subsidies.
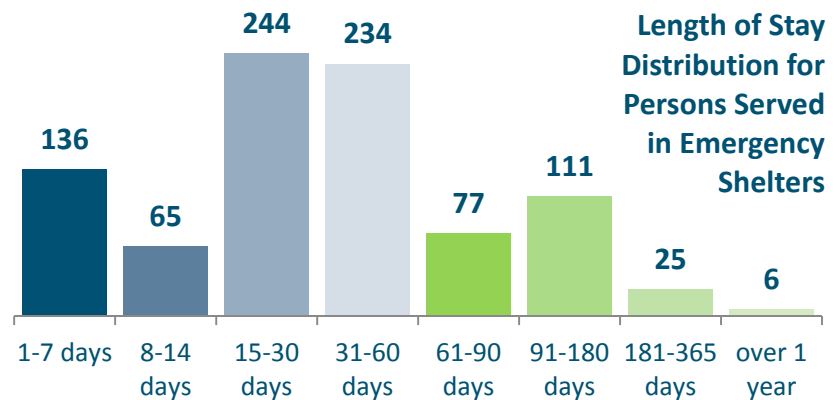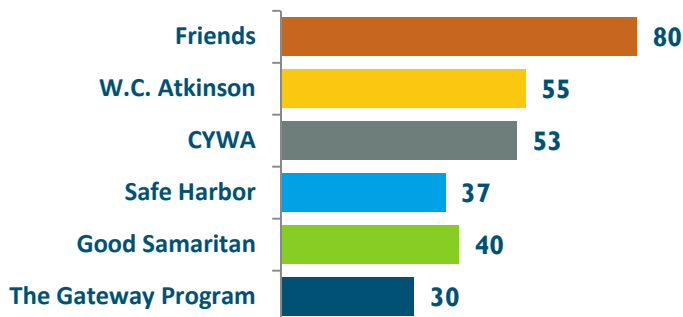
Prior Living Situations

- 49%
- 16%
- 33%
- 2%

■ Homeless Situations
■ Institutional Situations
■ Permanent or Temporary Situations
■ Data Not Collected/Missing
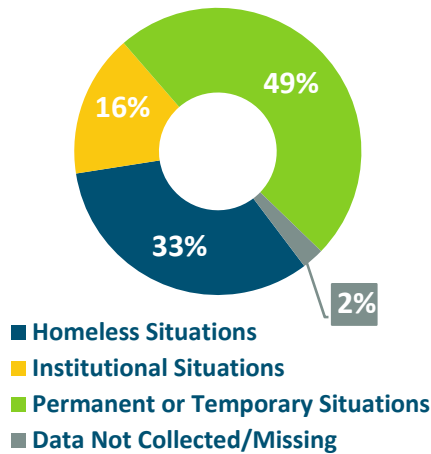
Top 10 Prior Residences	Individuals	Families
Staying with friends or family	141	55
Place not meant for habitation	87	27
Emergency shelter or hotel w/voucher	54	28
Rental, paid by client	52	25
Jail or prison	31	0
Hotel/motel, paid by client	24	6
Hospital, non-psychiatric	28	0
Psychiatric hospital or facility	25	0
Substance abuse facility	16	0
Data not collected	13	3

Length of Stay

Length of stay is an important benchmark for determining the rate at which people are moving through the Decade to Doorways homeless response system. The goal is to move clients as quickly as possible from temporary emergency shelter situations into more permanent destinations. Overall, 50% of all clients served in emergency shelters in 2017 exited in under 30 days and 76% exited in under 60 days.

Length of Stay Distribution for Persons Served in Emergency Shelters

1-7 days	8-14 days	15-30 days	31-60 days	61-90 days	91-180 days	181-365 days	over 1 year
136	65	244	234	77	111	25	6

Average Length of Stay (in days)

Friends	80
W.C. Atkinson	55
CYWA	53
Safe Harbor	37
Good Samaritan	40
The Gateway Program	30

Decreasing the length of time people experience homelessness helps mitigate the negative impacts that prolonged homelessness has on both children and adults. The chart on the left shows the average length of stay, in days, for each emergency shelter and The Gateway program.
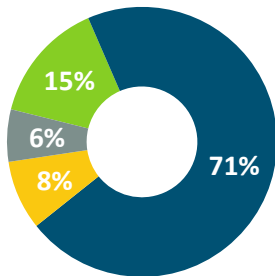
Exit Destinations

Client destinations are recorded at the time of program exit and fall within four categories: Permanent, Temporary, Institutional, and Other. HUD considers exits to permanent housing destinations a positive outcome and uses this data as a system performance benchmark for providers and programs. The chart below outlines possible client destinations and their respective categories.

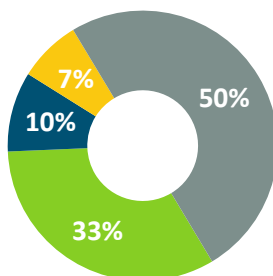| Permanent Destinations	Temporary Destinations	Institutional Settings	Other
• Rental by Client, with or without RRH or equivalent subsidy • Permanent housing for formerly homeless persons • Staying or living with family or friends, permanent tenure	• Emergency Shelter, including hotel/motel paid for with emergency voucher • Transitional Housing • Staying or living with family or friends, temporary tenure • Place not meant for human habitation • Save Haven • Hotel or motel, paid for by client	• Psychiatric hospital or other psychiatric facility • Substance abuse treatment facility or detox center • Hospital or other residential non-psychiatric medical facility • Jail, prison, or juvenile detention facility • Long-term care facility or nursing home	• Residential project or halfway house with no homeless criteria • Deceased • Other • Client doesn't know/Client refused • Data Not Collected (no exit interview completed)

The charts below show the breakdown for each category of exit destination for each emergency shelter provider. The percentage of exits to permanent housing is one measure used to gauge the performance of a particular program or project.
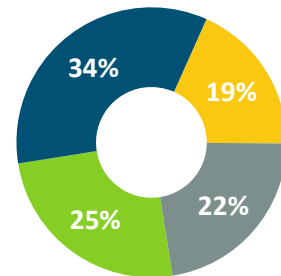
Good Samaritan

- Permanent: 15%
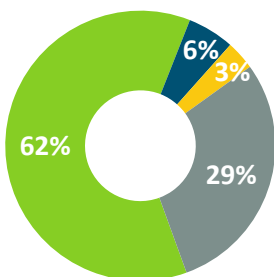- Temporary: 71%
- Institutional: 8%
- Other: 6%

Safe Harbor

- Permanent: 33%
- Temporary: 10%
- Institutional: 7%
- Other: 50%

W.C. Atkinson

- Permanent: 25%
- Temporary: 34%
- Institutional: 19%
- Other: 22%

CYWA

- Permanent: 62%
- Temporary: 6%
- Institutional: 3%
- Other: 29%

Friends Association
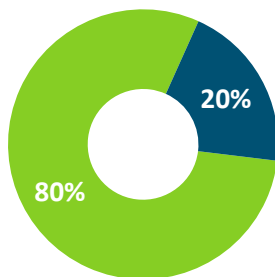
- Permanent: 80%
- Temporary: 20%

The Gateway Program

- Permanent: 73%
- Temporary: 14%
- Institutional: 4%
- Other: 9%

Overview

2016	**619** Persons Served

served by general population programs: **100**

519 # served by veterans programs

Exits to Permanent Housing: **71%**

2017	**647** Persons Served

served by general population programs: **52**

596 # served by veterans programs

Exits to Permanent Housing: **72%**
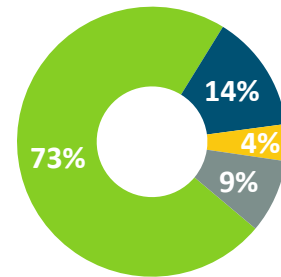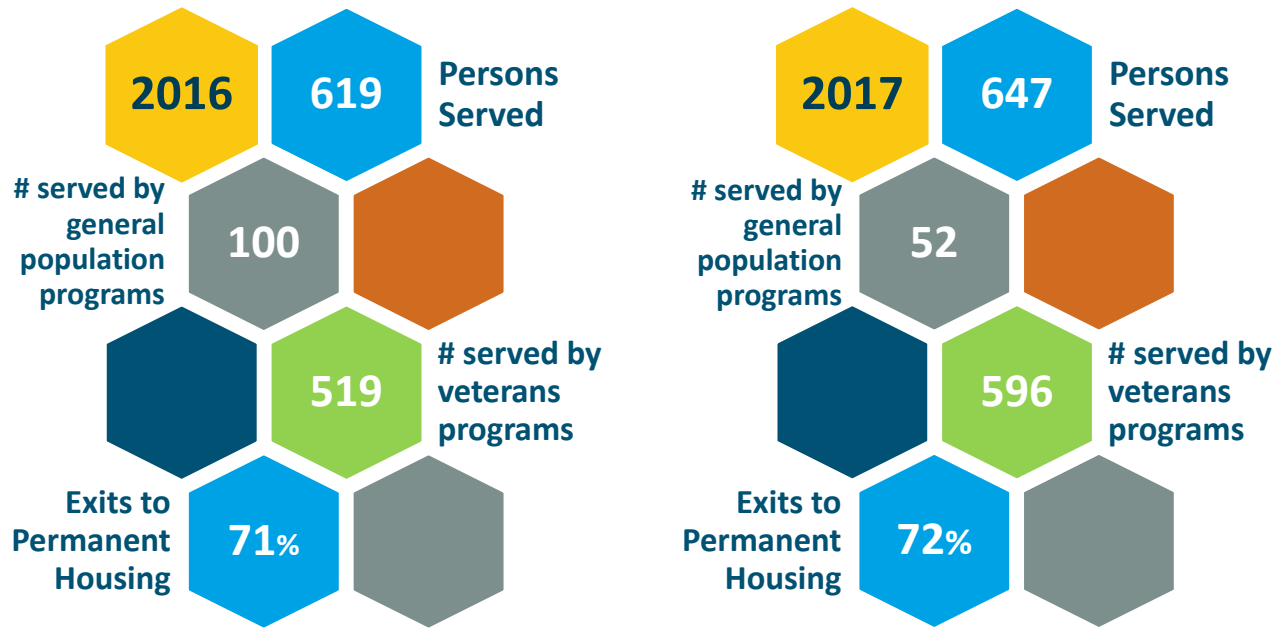
Transitional Housing provides housing and related supportive services for homeless individuals for up to 24 months with the goal of stabilizing and preparing for eventual permanent housing. In 2017, 647 individuals were served in Transitional Housing programs, serving general population and veterans. General population programs served 52 individuals in 2017 while 596 were served in veterans programs. There was a 15% increase in the number of persons served by veterans programs; from 519 in 2016 to 596 in 2017. However, general population programs actually saw a 48% decrease in the number of persons served; from 100 in 2016 to 52 in 2017. This is largely explained by the strategic shift in 2017 towards Rapid Re-Housing solutions across the system.
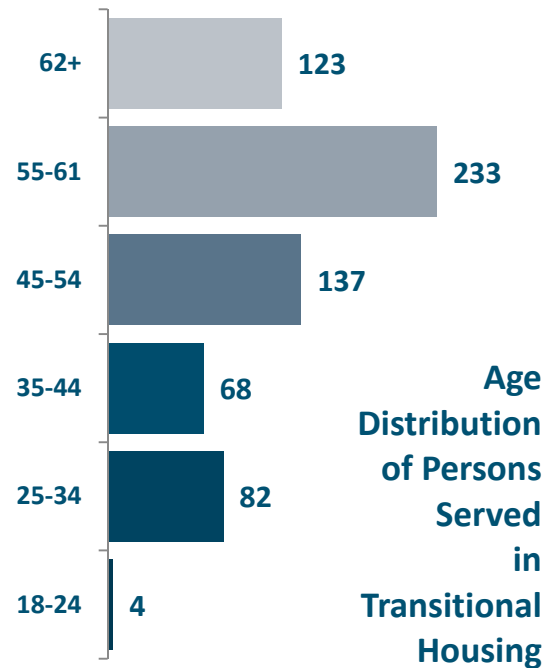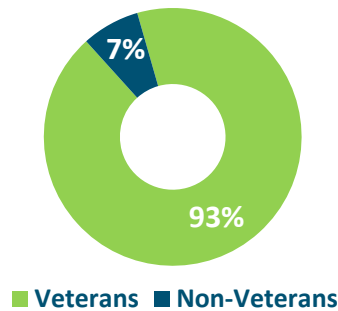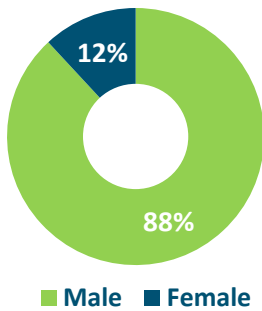
Capacity

The capacity of Transitional Housing programs for general population and veterans are outlined in the chart below. In 2017, 56 persons in veterans programs were served by more than one Transitional Housing program due to transfer. Therefore, the sum total of persons served in each veteran program is higher than the unique client total of 596.

Good Samaritan Transitional Housing for Men	**W.C. Atkinson Transitional Housing**	**Fresh Start Building 10 Supportive Housing for Veterans**	**Fresh Start Independence Hall Transitional Housing for Veterans**
• Single Men • **14** Beds • **29** persons served	• Single Men • **6** Beds • **11** persons served	• Veterans - Single Men • **60** Beds • **136** persons served	• Veterans - Single Men • **32** Beds • **177** persons served

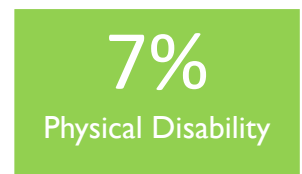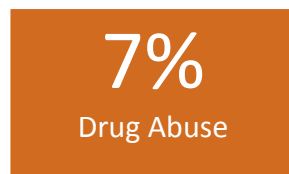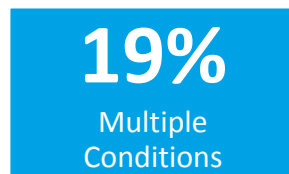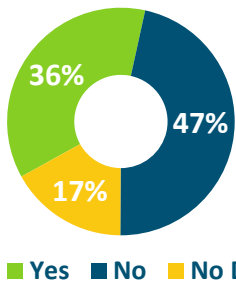| **Human Services, Inc. Forensic House Respite Bed**	**PA Home of The Sparrow Senoir Bridge Housing**	**Veterans Multi-Service Center - The Mary E. Walker House**	**Veterans Multi-Service Center - LZ II**
• Single Men • **1** Bed • 2 persons served	• Women • 4 Beds • **11** persons served	• Veterans - Women • **30** Beds • **65** persons served	• Veterans - Single Men • **95** Beds • **274** persons served

Demographics

Of the 647 persons served in Transitional Housing programs in 2017, 570 (88%) were male and 77 (12%) were female. A significant majority of the 600 persons (93%) were reported as veterans; although a few of these were served in general population programs. 47 persons served (7%) were reported as non-veterans. Over 76% of persons served were aged 45 or older, with 55-61 ranking as the most prevalent age bracket. The distribution of ages among persons served in Transitional Housing closely mirrors that of Emergency Shelters after age 25, with the 35-44 age bracket being among the lowest of those served.

Age Distribution of Persons Served in Transitional Housing

Age	Count
62+	123
55-61	233
45-54	137
35-44	68
25-34	82
18-24	4

12% / **88%** — Male / Female

7% / **93%** — Veterans / Non-Veterans

Disabling Conditions

Disabling Condition at Entry?

36% Yes / 47% No / 17% No Data

19% Multiple Conditions	**16%** Mental Health Condition	**6%** Alcohol Abuse
7% Drug Abuse	**12%** Drug & Alcohol Abuse	**7%** Physical Disability

Like Emergency Shelters, Transitional Housing programs collect data on disabling conditions at project entry. In 2017, 36% of persons served in Transitional Housing projects reported at least one disabling condition. Over 18% of persons served self-reported a single condition, while 11% reported two conditions and 8% reported three or more conditions. Mental health conditions were reported to be present in 16% of persons served and was among the most prevalent disabling condition reported. Drug abuse, alcohol abuse or both affected a combined total of 25% of persons.
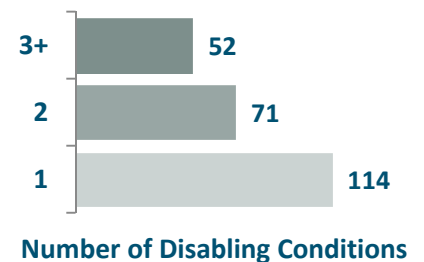
Number of Disabling Conditions

	Count
3+	52
2	71
1	114

Prior Living Situations

The table below shows the top 10 most commonly reported prior residences by persons served in Transitional Housing programs across Chester County in 2017. This data, collected from adult clients upon project entry, is one element used in identifying chronic homelessness. All recorded responses fall into one of the following categories: 'Homeless Situations', 'Institutional Si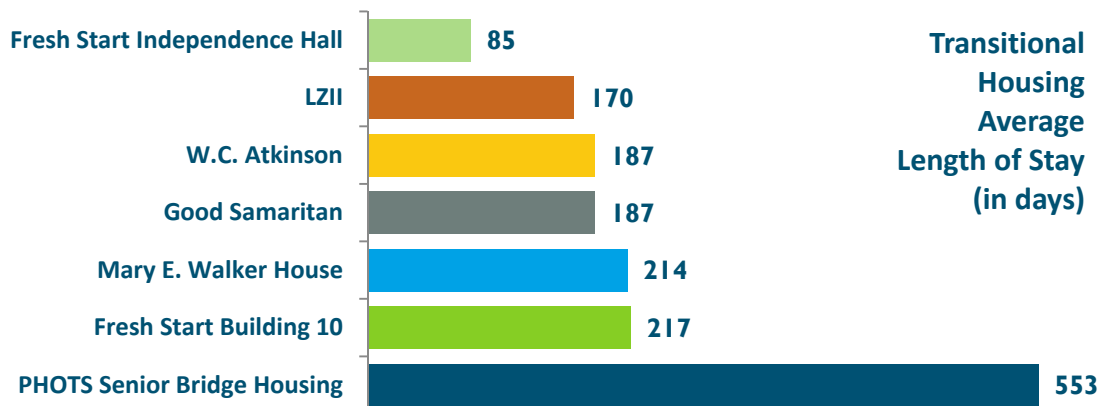tuations', and 'Other Locations'. 'Other Locations' include both permanent and temporary situations such as: staying with friends or family members, hotel paid by client, hotel or motel voucher, and rentals by client with or without subsidies. Persons reporting that their prior living situation fell within the 'Institutional Situation' category were much more predominant among those served in Transitional Housing when compared with Emergency Shelter programs. 'Institutional' settings include hospitals, substance abuse facilities, jail or prison, and nursing homes. Over 16% of persons served in Emergency Shelters reported an 'Institutional' situation contrasted with over 57% of persons in Transitional Housing. The top prior living situation was 'substance abuse facility', which applied to over 28% of persons served.

Prior Living Situations

- ■ Homeless Situations
- ■ Institutional Situations
- ■ Permanent or Temporary Situations
- ■ Data Not Collected/Missing

Top 10 Prior Residences	# persons
Substance abuse facility	184
Hospital, non-psychiatric	125
Staying with friends or family	85
Emergency shelter or hotel w/voucher	70
Place not meant for habitation	42
Psychiatric hospital or facility	40
Rental, paid by client	32
Transitional Housing Program	23
Jail or prison	20
Hotel/motel, paid by client	8

Length of Stay

The typical maximum length of stay for a participant in a Transitional Housing program is 24 months; however, there are exceptions and the length of stay does vary from program to program. Average length of stay calculations includes all persons who exited a program in a given year. In 2017, the overall length of stay across all programs was 161 days. The chart below shows the average length of stay, in days, for each Transitional Housing program in 2017.

Transitional Housing Average Length of Stay (in days)

Program	Days
Fresh Start Independence Hall	85
LZII	170
W.C. Atkinson	187
Good Samaritan	187
Mary E. Walker House	214
Fresh Start Building 10	217
PHOTS Senior Bridge Housing	553

Exit Destinations

Client destinations are recorded at the time of program exit and fall within four categories: Permanent, Temporary, Institutional, and Other. A detailed breakdown of exit destination designations and their respective categories are detailed in the 'Emergency Shelter' section of this report. Exits to permanent housing destinations are considered positive outcomes and this data is used as a system performance benchmark for providers and programs. The chart on the left below shows the distribution of exit destinations across Transitional Housing programs for individuals in 2017. Exits to permanent housing represented 56% of destinations. There were no reported destinations in the 'Other' category. The chart, below right, shows exits to permanent destinations among individual Transitional Housing programs.

General Population Transitional Housing Exit Destinations

- Permanent
- Temporary
- Institutional
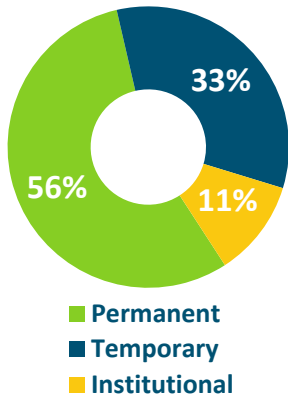
Good Samaritan Transitional Housing for Single Men
- **21** total exits
- **55%** of exits to Permanent Housing

W.C. Atkinson Memorial Transitional Housing for Single Men
- **4** total exits
- **25%** of exits to Permanent Housing

**Human Services, Inc. - Forensic House Respite Bed**
- **1** total exit
- **100%** of exits to Permanent Housing

Pennsylvania Home of the Sparrow Senior Bridge Housing for Women
- **2** total exits
- **100%** of exits to Permanent Housing

In 2017, 74% of persons exiting Transitional Housing programs for Veterans were reported to have exited to destinations in the 'Permanent' category as illustrated in the chart below on the left. A breakdown of Veterans programs, shown in the chart below right, details the total number of persons who exited and the percentage of those who exited to permanent situations.

Veterans Transitional Housing Exit Destinations

- Permanent
- Temporary
- Institutional
- Other
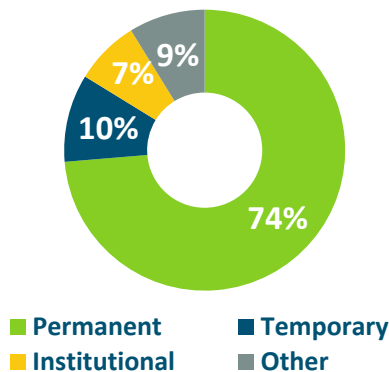
Fresh Start Supportive Housing for Veterans - Building 10
- **75** total exits
- **78%** of exits to Permanent Housing

Fresh Start Transitional Housing for Veterans - Independence Hall
- **128** total exits
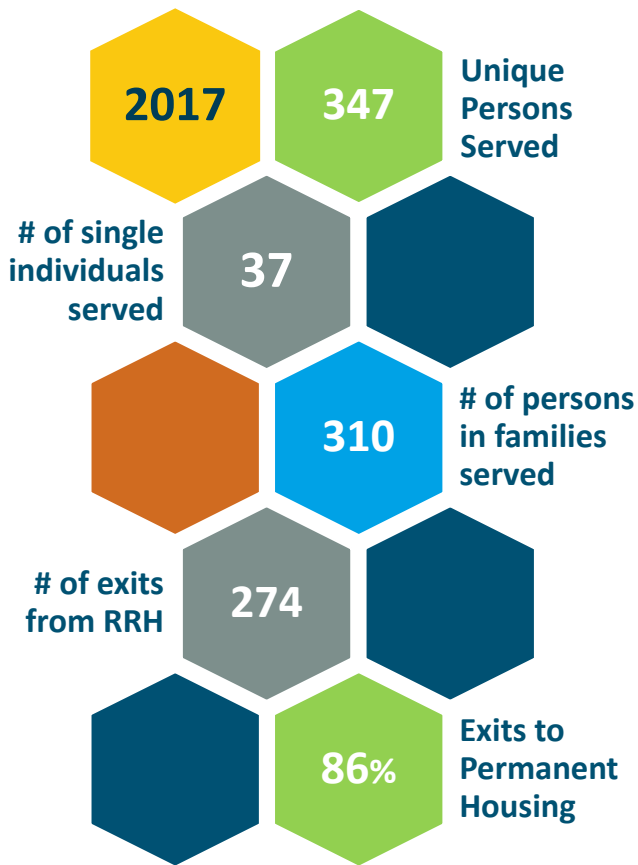- **55%** of exits to Permanent Housing

Veterans Multi-Service Center - The Mary E. Walker House
- **41** total exits
- **75%** of exits to Permanent Housing

Veterans Multi-Service Center - LZII Traditional Residence
- **187** total exits
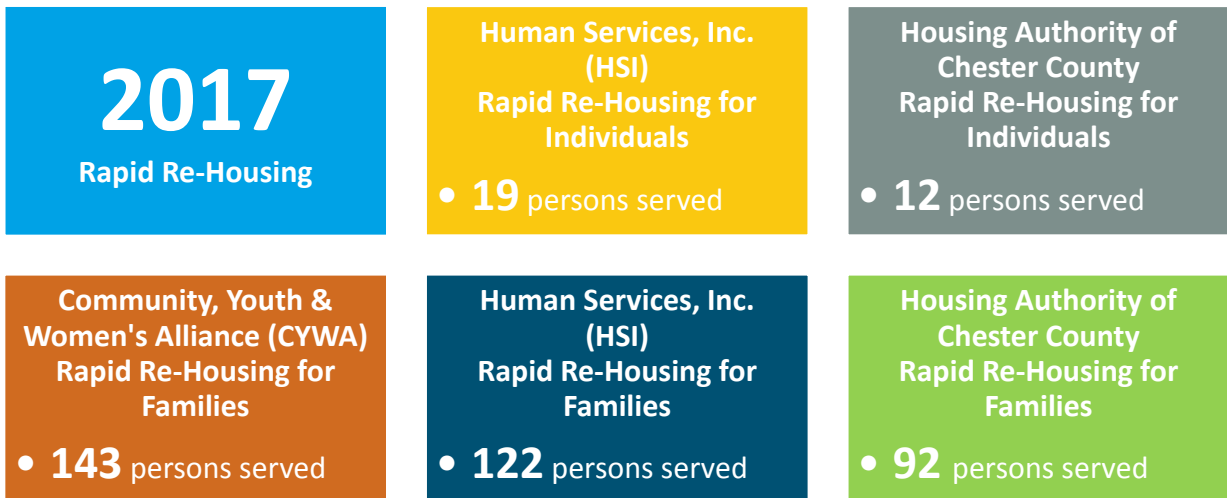- **80%** of exits to Permanent Housing

Overview

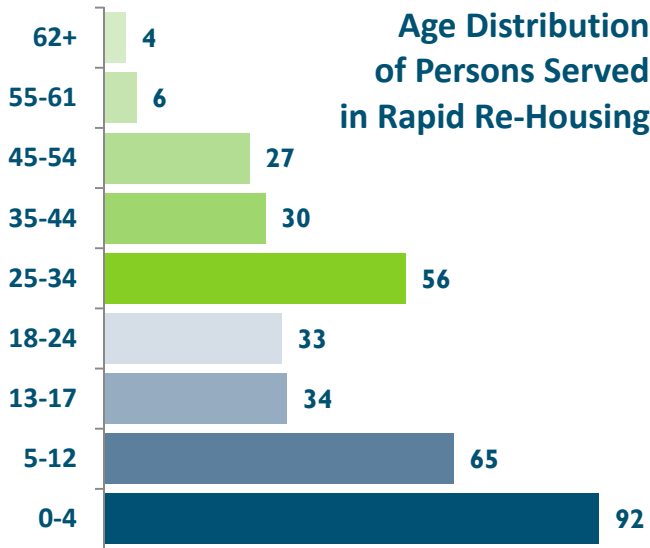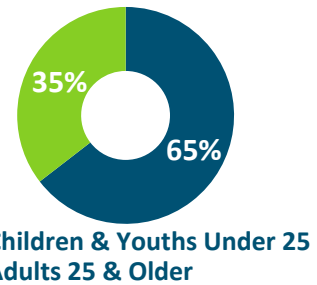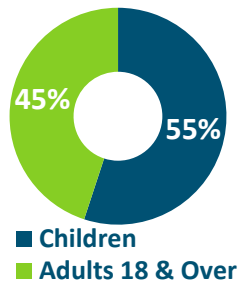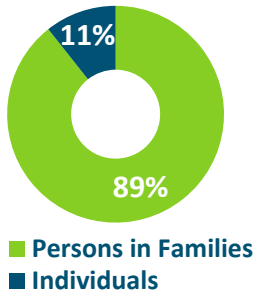|	
2017	**347** Unique Persons Served
# of single individuals served	**37**
	310 # of persons in families served
# of exits from RRH	**274**
	86% Exits to Permanent Housing

Rapid Re-Housing (RRH) is another fundamental component of Chester County's homelessness crisis response system. Rapid Re-Housing programs operate on a 'Housing First' philosophy with the goal of quickly moving families and individuals experiencing homelessness into permanent housing. This has the benefit of both reducing the length of time homelessness is experienced, and also affords the stability needed to address other barriers in maintaining long-term permanent housing. Rapid Re-Housing programs have proved successful in terms of improved outcomes and have also shown to be more cost effective than that of Transitional Housing or Permanent Supportive Housing for families and individuals who might not need an intensive level of intervention. In 2017, Chester County launched several new Rapid Re-Housing programs in an effort to more effectively allocate resources. A total of 347 persons were served and 310 were in families. Of the 274 persons who exited a Rapid Re-Housing program in 2017, 86% exited to permanent housing destinations.

Capacity

The chart below shows Rapid Re-Housing providers for 2017 included in this report. Please note that adding together the 'persons served' for each provider does not produce a unique, de-duplicated count of clients. This is due to a number of clients who transferred from one program to another and were thus served by multiple providers.

2017 Rapid Re-Housing	**Human Services, Inc. (HSI) Rapid Re-Housing for Individuals** • **19** persons served	**Housing Authority of Chester County Rapid Re-Housing for Individuals** • **12** persons served
Community, Youth & Women's Alliance (CYWA) Rapid Re-Housing for Families • **143** persons served	**Human Services, Inc. (HSI) Rapid Re-Housing for Families** • **122** persons served	**Housing Authority of Chester County Rapid Re-Housing for Families** • **92** persons served

Demographics

11%
89%
■ Persons in Families
■ Individuals

45%
55%
■ Children
■ Adults 18 & Over

35%
65%
■ Children & Youths Under 25
■ Adults 25 & Older

Age Distribution of Persons Served in Rapid Re-Housing

Age	Count
62+	4
55-61	6
45-54	27
35-44	30
25-34	56
18-24	33
13-17	34
5-12	65
0-4	92

Of the 347 persons served by Rapid Re-Housing programs in 2017, 55% were children and 45% were adults. Persons aged 18-24, designated as youth by HUD, combine with children under the age of 18 to make up 65% of those served in 2017. Broken down by age, the single largest group was infants and children under 5 years of age, representing about 27% of those served. Next were children aged 5-12 years, comprising 19% of those served, and adults aged 25-34 years also at 16%. Households consisting of perso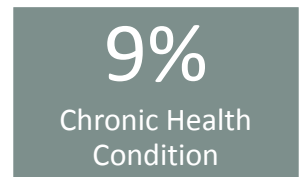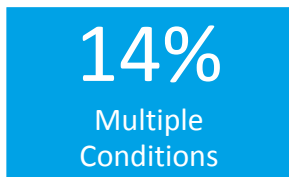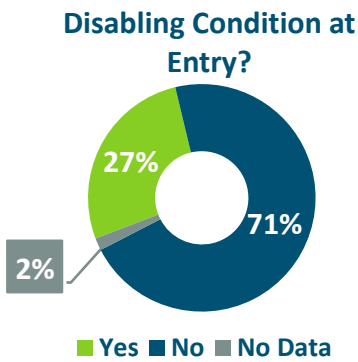ns in families made up the overwhelming majority of those served at 89%. Single individuals represented 11% of persons served.

Disabling Conditions

Disabling Condition at Entry?

27%
71%
2%
■ Yes ■ No ■ No Data

14% Multiple Conditions	19% Mental Health Condition	9% Chronic Health Condition
4% Drug Abuse	4% Developmetal Disability	8% Physical Disability
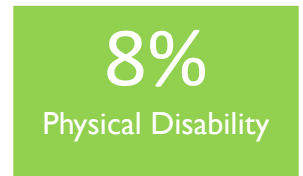
Like Emergency Shelters and Transitional Housing programs, Rapid Re-Housing providers collect data on disabling conditions at project entry. In 2017, 27% of persons served in Rapid Re-Housing projects self-reported at least one disabling condition. Around 14% of persons reported one condition, while 7% reported two and 6% reported three or more. Mental health conditions were reported to be present in 19% of persons served and was among the most prevalent reported disabling condition. Reports of chronic health conditions were also significant with 9% reporting this designation.

Number of Disabling Conditions	Count
3+	22
2	25
1	47

Number of Disabling Conditions
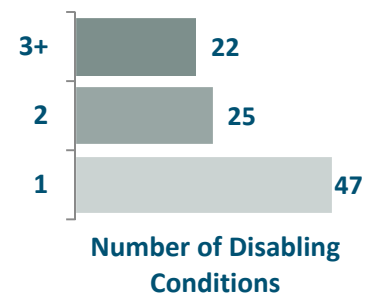
Prior Living Situations

Prior Living Situations

23%
5%
72%

■ **Homeless Situations**
■ **Institutional Situations**
■ **Permanent or Temporary Situations**
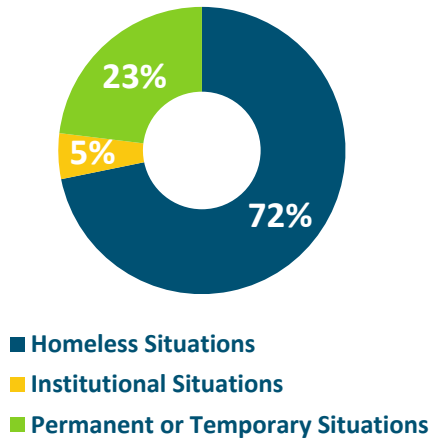
As outlined in earlier sections of this report, living situation data is collected from adults upon program entry and is one element used in identifying chronic homelessness. Over 72% persons entering Rapid Re-Housing programs in 2017 came from 'Homeless Situations' with the vast majority coming from Emergency Shelter. The table below shows the top 5 most commonly reported prior residences by persons served in Rapid Re-Housing programs across Chester County in 2017.

Top 5 Prior Residences	# persons
Emergency shelter or hotel w/voucher	97
Staying with friends or family	18
Place not meant for habitation	12
Rental, paid by subsidy	7
Substance abuse facility	6

Exit Destinations

The chart on the right shows the overall distribution of exit destinations for Rapid Re-Housing programs among the four categories that are outlined in the Emergency Shelter section of this report. Over 86% of persons in Rapid Re-Housing programs in 2017 exited to a 'Permanent' housing situation. Exits to permanent housing are used as a benchmark to track the performance of providers and programs. Destinations falling within the 'Temporary', 'Institutional' and 'Other' categories made up 14% of persons leaving programs. Performance of each program is outlined in the chart below which shows both the percentage of exits to permanent destinations along with the total number of exits in 2017.

Rapid Re-Housing Exit Destinations

86%
5%
8%
1%

■ **Permanent**   ■ **Temporary**
■ **Institutional**   ■ **Other**
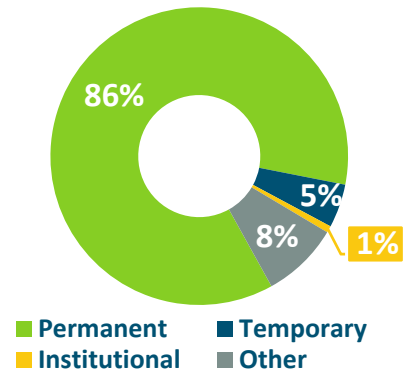
Rapid Re-Housing Exit Destinations

HSI Rapid Re-Housing for Individuals

75% Exits to Permanent Housing

• **16** total exits

HACC Rapid Re-Housing for Individuals

45% Exits to Permanent Housing

• **9** total exits

CYWA Rapid Re-Housing for Families

82% Exits to Permanent Housing

• **143** total exits

HSI Rapid Re-Housing for Families

100% Exits to Permanent Housing

• **89** total exits

HACC Rapid Re-Housing for Families

93% Exits to Permanent Housing

• **58** total exits

Page 1

    I.   Introduction
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

    II.   Overview
- ❖ *Number of unique persons entering ES or TH & number of persons first time homeless* data taken from CCCIMS Report: **ART 0704 Metric 5**.
- ❖ *Percentage of exits to Permanent Housing* based on data table **23c** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V5)** run for all ES & TH providers outlined in this report with a date range of 1/1/2017-12/31/2017.
- ❖ *Percentage of returns to homeless situation in 6-12 months* data taken from CCCIMS Report: **ART 0701 Metric 2**.

Page 2

    III.   Overview
- ❖ U.S. Department of Housing and Urban Development. *Coordinated Entry Core Elements*. Available at https://www.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf.
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

    IV.   Access: Incoming Calls to ConnectPoints
- ❖ *ConnectPoints Calls 2013-2017* data taken from CCCIMS Report: **ART 1102 Call Volume v11.05.31** – dates set from 1/1/2017-12/31/2017, with the yearly sections dating back to 1/1/2013.
- ❖ *Average monthly* calculated based on the average of monthly calls from Jan-Dec 2017 in the **ART 1102** (see previous). *Average daily* is calculated based on the number of ConnectPoints working days in 2017 (254) & the number of annual calls from ART 1102.

    V.   Assessment: ConnectPoints Call Types
- ❖ *ConnectPoints Calls by Type* data taken from CCCIMS Report: **ServicePoint Call Record Report** 1/1/2017-12/31/2017.

Page 3

    I.   Prioritization & Referral: The VI:SPDAT
- ❖ U.S. Department of Housing and Urban Development. *Coordinated Entry Core Elements*. Available at https://www.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf.
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

❖ *ConnectPoints Monthly Incoming Calls 2016-2017* data taken from CCCIMS Report: **ART 1102 Call Volume v11.05.31** – with a date range of 1/1/2016-12/31/2017.

❖ *2017 VI-SPDAT & VI-FSPDAT Assessments by Month* data taken from CCCIMS Report: **ServicePoint Referrals** with a date range of 1/1/2017-12/31/2017, referral type of 'Outgoing referrals from provider', and a referral status of 'All'. The resulting data set was then de-duplicated by client ID.

Page 4

I. Emergency Shelter Overview

❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

❖ *Persons Served* refers to the total number served by Emergency Shelters in 2017. This may include persons that entered shelter the previous year, 2016, and carried over. *Entries to Emergency Shelter* and *Exits from Emergency Shelter* refer to entries and exits occurring in 2017.

❖ *Exits to Permanent Housing, Entries to Emergency Shelter*, *Exits from Emergency Shelter, and Persons Served* are all taken from CCCIMS Report: **ServicePoint CoC-APR** & **ServicePoint ESG CAPER (HDS V5)** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2017-12/31/2017.

❖ *Average Length of Stay* data was calculated based on CCCIMS Custom **LOS ART Report** for each individual Emergency Shelter. Open Entries were removed and an average was calculated based on persons served with an exit in 2017.

II. Emergency Shelter Capacity

❖ *Shelter Capacity* based on CCCIMS Bed Unit Data. Adding up each shelter's total persons served does not equal the overall number of persons served in the 'Overview' section because some clients were served by more than one shelter program.

Page 5

I. Emergency Shelter Demographics

❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

❖ Graphs created based on data tables in CCCIMS Reports: **ServicePoint CoC-APR** & **ServicePoint ESG CAPER (HDS V5)** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2017-12/31/2017.

II. Emergency Shelter Disabling Conditions

❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

❖ The question 'Does the client have a disabling condition?' is a HUD Universal Data Element (UDE) and is required to be collected by all CCCIMS participants in our CoC. Graph based on CCCIMS Reports: **ServicePoint CoC-APR** & **ServicePoint ESG CAPER (HDS V5)** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2017-12/31/2017.

❖ The graphic table of *Disabling Conditions* is based on the CCCIMS Report: **ServicePoint CoC-APR,** table 13a1. This is a multiple response question as clients may have multiple disabling conditions.

Page 6

I.   Emergency Shelter Prior Living Situations

❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

❖ The graph *Prior Living Situations* & table *Top 10 Prior Residences* were both created based on data table **15** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V5)** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2017-12/31/2017. Living situation data is collected from adults only upon shelter entry.

II.   Emergency Shelter Length of Stay

❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

❖ The *Length of Stay Distribution for Persons Served in Emergency Shelters* graph was based on data table **22a2** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V5)** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2017-12/31/2017.

❖ The *Average Length of Stay (in days)* graph was created using CCCIMS Custom **LOS ART Report** for each individual Emergency Shelter. Open Entries were removed and an average was calculated based on persons served with an exit in 2017.

Page 7

I.   Emergency Shelter Exit Destinations

❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

❖ The graphs were created based on data table **23c** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V5)** run for each Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2017-12/31/2017.

Page 8

I. Transitional Housing Overview
    ❖ U.S. Department of Housing and Urban Development. *Characteristics of Transitional Housing for Homeless Families*. Available at https://www.hudexchange.info/resource/944/characteristics-of-transitional-housing-for-homeless-families/.
    ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
    ❖ *Persons served & Exits to Permanent Housing are* taken from CCCIMS Report: **ServicePoint CoC-APR** & **ServicePoint ESG CAPER (HDS V5)** run for the Transitional Housing programs listed in the 'Capacity' Section with date ranges of 1/1/2016-12/31/2016 & 1/1/2017-12/31/2017.

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I. Transitional Housing Demographics
    ❖ Graphs created from data in CCCIMS Report: **ServicePoint CoC-APR & ServicePoint ESG CAPER (HDS V5)** run for the Transitional Housing programs listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017.
II. Transitional Housing Disabling Conditions
    ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
    ❖ The question 'Does the client have a disabling condition?' is a HUD Universal Data Element (UDE) and is required to be collected by all CCCIMS participants in our CoC. Graph based on CCCIMS Reports: **ServicePoint CoC-APR** & **ServicePoint ESG CAPER (HDS V5)** run for the Transitional Housing projects listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017.
    ❖ The graphic table of *Disabling Conditions* is based on the CCCIMS Report: **ServicePoint CoC-APR,** table 13a1. This is a multiple response question as clients may have multiple disabling conditions.

Page 10

I. Transitional Housing Prior Living Situations
    ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
    ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
    ❖ The graph *Prior Living Situations* & table *Top 10 Prior Residences* were both created based on data table **15** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V5)** run for the Transitional Housing programs listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017. Living situation data is collected from adults only upon shelter entry.
II. Transitional Housing Length of Stay

❖ The *Transitional Housing Average Length of Stay (in days)* graph was created using CCCIMS Custom **LOS ART Report** for each individual Transitional Housing program. Open Entries were removed and an average was calculated based on persons served with an exit in 2017.

Page 11

I. Transitional Housing Exit Destinations
  ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
  ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
  ❖ The graphs were created based on data table **23c** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V5)** run for each Transitional Housing program listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017.

Page 12

I. Rapid Re-Housing Overview
  ❖ U.S. Department of Housing and Urban Development. *Rapid Re-Housing Brief*. Available at https://www.hudexchange.info/resource/3891/rapid-re-housing-brief/.
  ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
  ❖ *Exits to Permanent Housing, Exits from RRH, and Persons Served* are all taken from CCCIMS Report: **ServicePoint CoC-APR** & **ServicePoint ESG CAPER (HDS V5)** run for the Rapid Re-Housing Programs listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017.

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I. Rapid Re-Housing Demographics
  ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
  ❖ Graphs created based on data tables in CCCIMS Reports: **ServicePoint CoC-APR** & **ServicePoint ESG CAPER (HDS V5)** run for the programs listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017.
II. Rapid Re-Housing Disabling Conditions
  ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
  ❖ The question 'Does the client have a disabling condition?' is a HUD Universal Data Element (UDE) and is required to be collected by all CCCIMS participants in our CoC. Graph based on CCCIMS Reports: **ServicePoint CoC-APR** & **ServicePoint ESG CAPER (HDS V5)** run for the programs listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017.

❖ The graphic table of *Disabling Conditions* is based on the CCCIMS Report: **ServicePoint CoC-APR,** table 13a1. This is a multiple response question as clients may have multiple disabling conditions.

Page 14

I. Rapid Re-Housing Prior Living Situations

    ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

    ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

    ❖ The graph *Prior Living Situations* and table *Top 5 Prior Residences* were both created based on data table **15** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V5)** run for the Transitional Housing programs listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017. Living situation data is collected from adults only upon shelter entry.

II. Rapid Re-Housing Exit Destinations

    ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

    ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

    ❖ The graphs were created based on data table **23c** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V5)** run for each program listed in the 'Capacity' Section with a date range of 1/1/2017-12/31/2017.